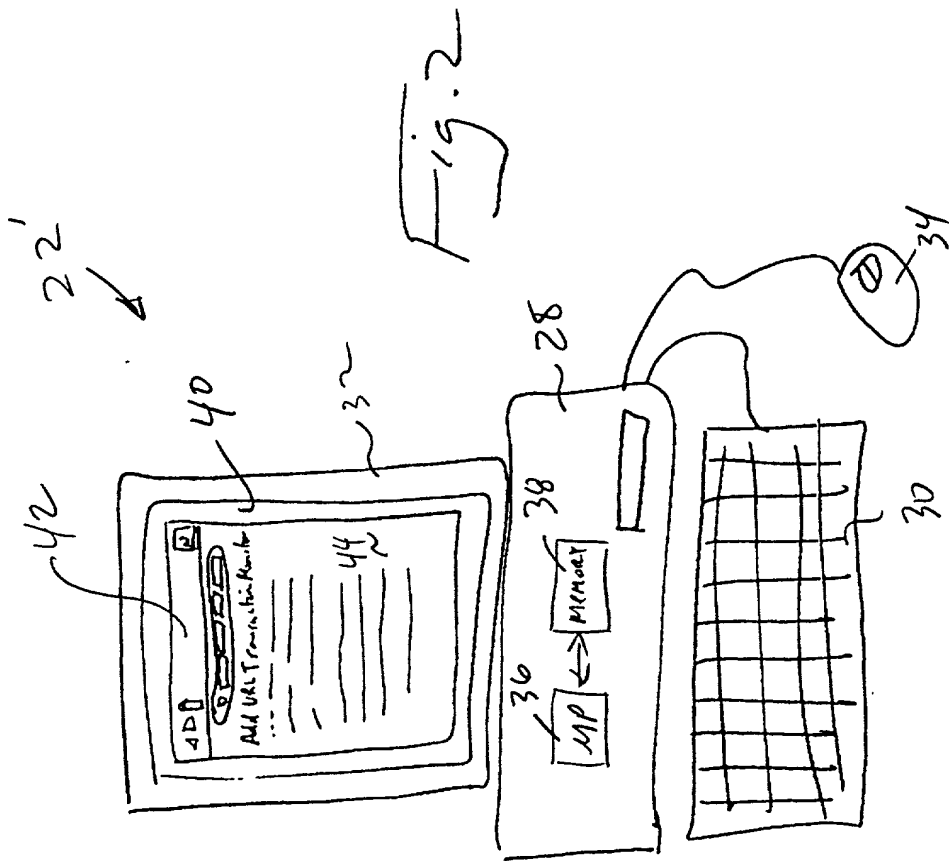
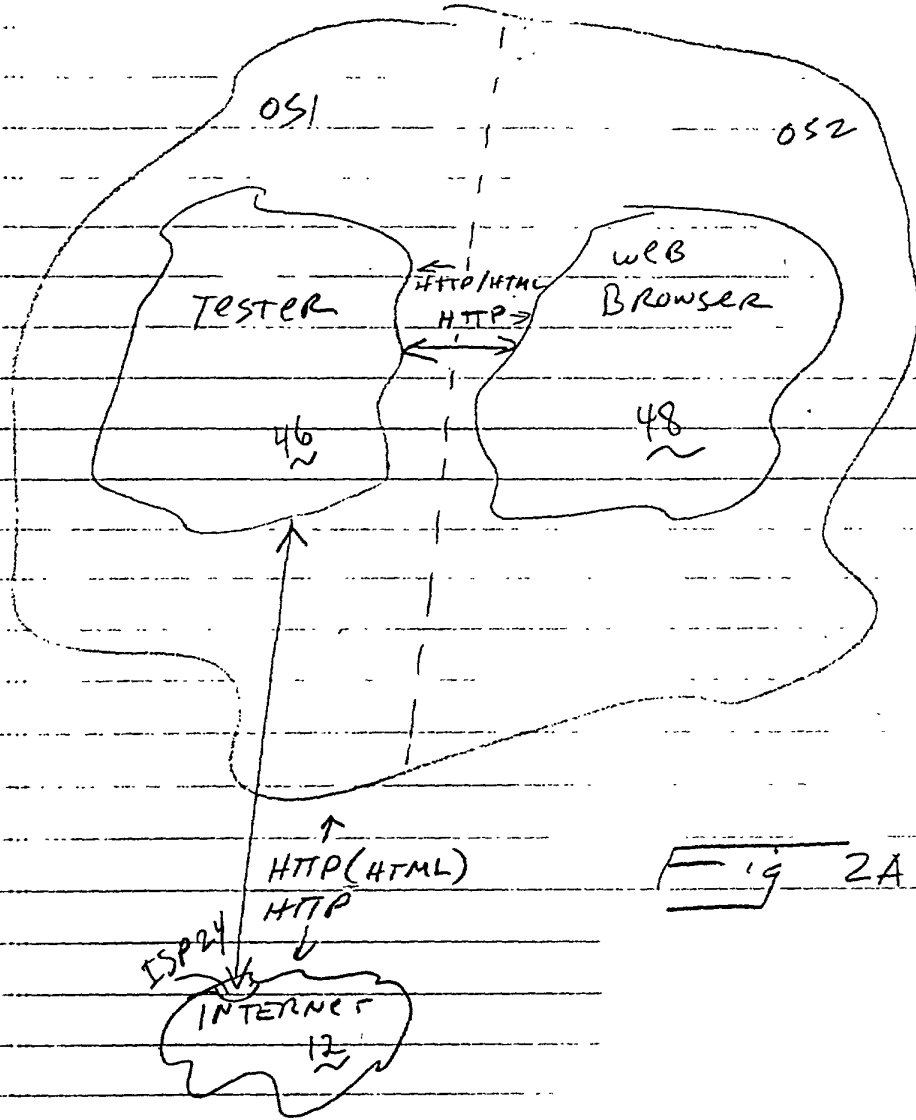


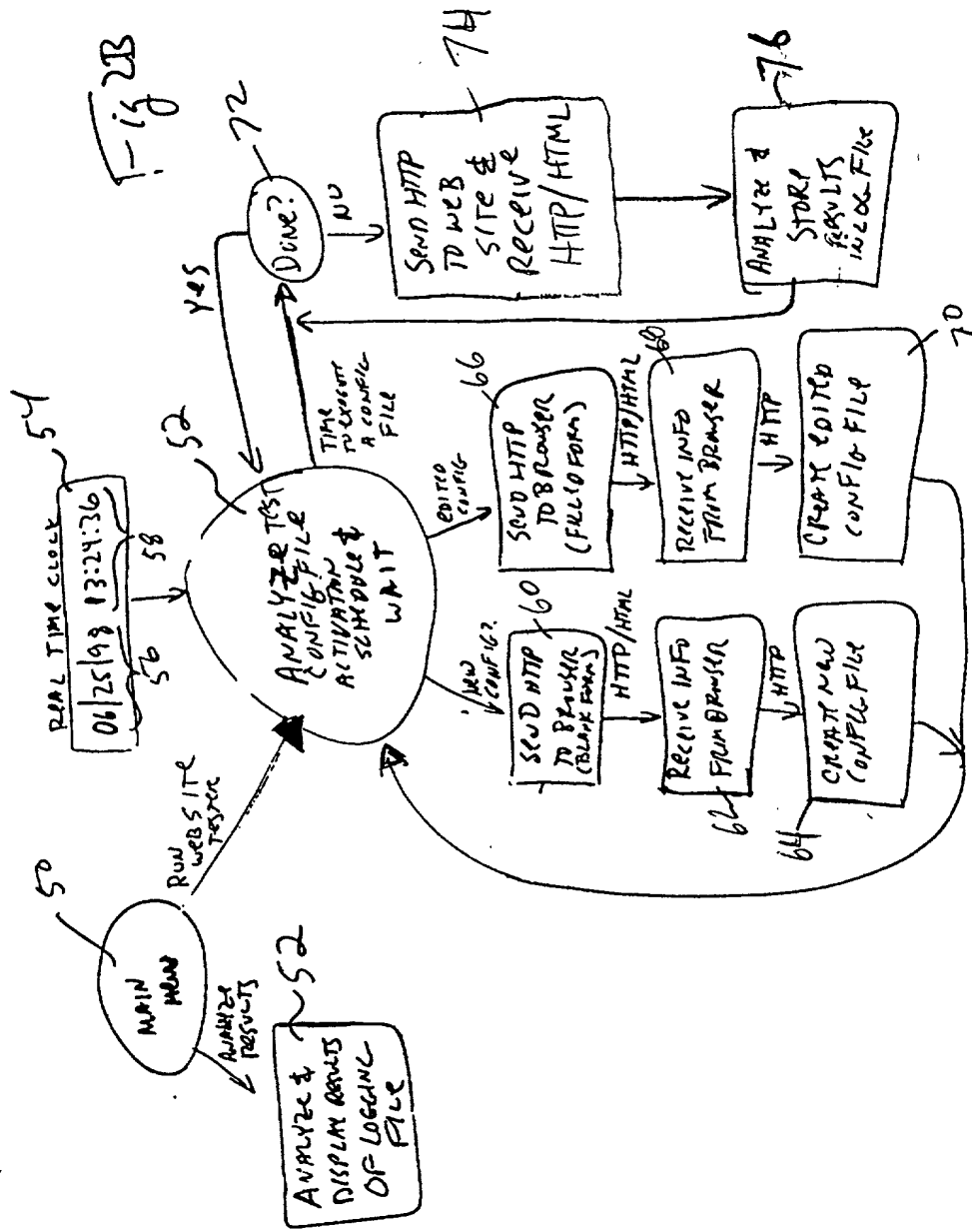
Fig. 1



TOP SECRET



46 ←



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Is your business-critical web site up right now?

How do you know?

If you had SiteScope and SiteSeer, not only would you know if your web site was up, you would be confident that you would be notified immediately if a problem did occur. SiteScope allows you to monitor everything from memory and disk space usage to URL and service availability. Error notification is available via e-mail, pager, and SNMP traps. SiteScope can also run recovery scripts to correct common problems. The SiteSeer service monitors your site remotely, letting you know of problems your visitors are experiencing, but you're unaware of. Together, SiteScope and SiteSeer help ensure that your site is up and running smoothly 24 hours a day, 7 days a week.

SiteScope Software

Version 3.0 Available Now!

- 24 hour monitoring of web pages, forms, servers, and more...
- Immediate error notification via e-mail, pager, or SNMP trap
- Escalation of notification
- Automatic error recovery
- Ability to integrate with enterprise solutions

[Review SiteScope 3.0's release notes!](#)

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SiteSeer Service

E-commerce Transaction Testing Available!

- Remote web site monitoring 24 hours a day
- Support for secure URLs
- Verification of password protected pages
- String matching on both page content and error messages

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Fresh News...

► PCToday raves about SiteScope in the work place in its February issue. [Full Story](#)

► DIGEX chooses SiteScope to monitor the world's largest dedicated server web site management facilities. [Full Story](#)

► SiteScope receives a Five Palm Tree rating from Beverly Hills Software. [Full Story](#)

"They've found an important niche from a web server administrator perspective... It's expandable and customizable; it's a fantastic product."

-- Brad Hogan, Newbridge Networks. [More customer quotes](#)

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Software™

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To search the documents on the Freshwater Software™ Web site, enter the words you want to search for below.

Search For ← 86

88

By default, only documents containing all the words are found. To find documents containing any of the words, separate them with "OR". For example, 'mail OR support' to find any documents containing either of these words.

Site Contents

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- [Ordering Options](#)
- [Online Order Form](#)
- [Product Pricing](#)
- [Fax or E-mail Order Form](#)

84
~

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- [SiteScope](#)
 - [Product Overview](#)
 - [Technical Specifications](#)
 - [List of Monitors](#)
 - [Download Page](#)
 - [Order Form](#)
 - [Pricing Information](#)
 - [Live Demo](#)
 - [Product Support Options](#)
 - [SiteScope FAQ](#)
 - [SiteScope Logos](#)
 - [License Agreement](#)

• SiteSeer

- [Product](#)

Support

- [Online Documentation](#)
- [Software FAQ](#)
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- [Contact Info](#)
- [Directions to our Office](#)
- [Press Releases](#)
- [Freshwater in the Press](#)
- [SiteScope Data Sheet](#)
- [Customer Quotes](#)
- [SiteScope Screen Shots](#)
- [SiteSeer Data Sheet](#)
- [Management Biographies](#)

Fig. 3B



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Search Results

Searching for: John

- [Who We Are \(Thu 5 Feb 98\)](#)
"john" 5 (John)
- [SiteScope FAQ \(Wed 3 Jun 98\)](#)
"john" 4 (John)
- [Freshwater Software Contact Information \(Thu 5 Feb 98\)](#)
"john" 3 (John)
- [Chief Technical Officer \(Tue 26 May 98\)](#)
"john" 2 (John)
- [Escalation Rules \(Fri 9 Jan 98\)](#)
"john" 2 (John)
- [DIGEX Selects Freshwater Software's SiteScope to Enhance Reliability for its Web Site Management Customers \(Thu 5 Feb 98\)](#)
"john" 1 (John)
- [MANAGEMENT BIOGRAPHIES \(Thu 5 Feb 98\)](#)
"john" 1 (John)
- [Freshwater Software™ Press Release \(Fri 30 May 97\)](#)
"john" 1 (John)
- [THE FRESHWATER SOFTWARE PRESS ROOM \(Thu 5 Feb 98\)](#)
"john" 1 (John)
- [Freshwater Software™ Press Release \(Thu 5 Feb 98\)](#)
"john" 1 (John)

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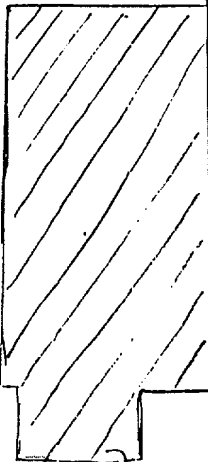
Freshwater
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This searchable archive was implemented with the [ICE search engine](#)

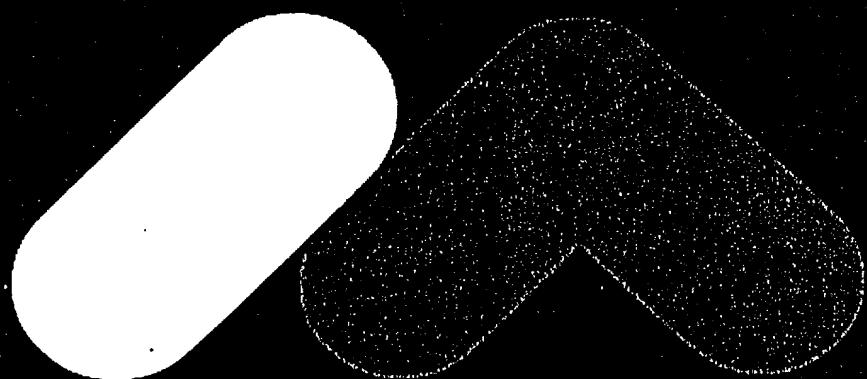
Fig. 3C



94

09905647.071301

92



macromedia

Fig. 3D

09905647.01301



94

Fig. 3E

10 day SiteScope evaluation license
(10 days remaining)



Add URL Transaction Monitor

Step 1 Type the type of item being referred to in the reference (the next field) - this is used to determine with parts of the HTML will be scanned for text matches.

Step 1 Reference the URL, link, or submit button to be followed at this step (examples: a URL of http://demo.freshtech.com, a link of Next, or a button name of Submit)

Step 2 Type the type of item being referred to in the reference (the next field) - this is used to determine with parts of the HTML will be scanned for text matches.

Step 2 Reference the URL, link, or submit button to be followed at this step (examples: a URL of http://demo.freshtech.com, a link of Next, or a button name of Submit)

Step 3 Type the type of item being referred to in the reference (the next field) - this is used to determine with parts of the HTML will be scanned for text matches.

Step 3 Reference the URL, link, or submit button to be followed at this step (examples: a URL of http://demo.freshtech.com, a link of Next, or a button name of Submit)

Step 4 Type the type of item being referred to in the reference (the next field) - this is used to determine with parts of the HTML will be scanned for text matches.

Step 4 Reference the URL, link, or submit button to be followed at this step (examples: a URL of http://demo.freshtech.com, a link of Next, or a button name of Submit)

Update every amount of time between checks of a monitor

Title title that should appear in the Monitor table (optional)

Monitor

Fig. 49

96

☒ ~124 Disable

temporarily disable monitor sampling and alerting

Step 1 POST Data

Name = ABC
Address = DEF

optional name=value variables, one per line, to send with a POST request for this step

Step 1 Match Content

Thank you for entering your name

optional text to match against content of the URL for this step

Step 1 Error If Match

Invalid entry

optionally generate an error if the content of the URL for this step contains this text

Step 1
Authorization
User Name

PAUL

optional user name if the URL for this step requires authorization

Step 1 Password

SECRET

optional password if the URL for this step requires authorization

Step 2 POST Data

optional name=value variables, one per line, to send with a POST request for this step

Step 2 Match Content

optional text to match against content of the URL for this step

Step 2 Error If Match

optionally generate an error if the content of the URL for this step contains this text

Step 2
Authorization
User Name

optional user name if the URL for this step requires authorization

Step 2 Password

optional password if the URL for this step requires authorization

Step 3 POST Data

optional name=value variables, one per line, to send with a POST request for this step

Step 3 Match Content

optional text to match against content of the URL for this step

Step 3 Error If Match

1 optionally generate an error if the content of the URL for this step contains this text

Step 3
Authorization
User Name

optional user name if the URL for this step requires authorization

Fig. 4b

Step 3 Password

optional password if the URL for this step requires authorization

Step 4 POST Data

optional name=value variables, one per line, to send with a POST request for this step

Step 4 Match Content

optional text to match against content of the URL for this step

Step 4 Error If Match

optionally generate an error if the content of the URL for this step contains this text

Step 4 Authorization User Name

optional user name if the URL for this step requires authorization

Step 4 Password

optional password if the URL for this step requires authorization

Verify Error

if the monitor detects an error, immediately perform the check again to verify the error.

Update every (on errors)

minutes ☒ 136

the amount of time between checks whenever the status of the monitor is not ok, the Update value from above is used if this is left blank

☒ 178

Schedule

schedule for the monitor to be enabled - for example, disable Sunday from 10:00 to 14:00, if blank monitor is always enabled

142

Monitor Description

144

additional description of monitor that appears on Monitor Detail page (optional)

Report Description

146

additional description of monitor that appears on Reports and in monitor popup info (optional)

Timeout

148

the time out, in seconds, to wait for entire sequence to complete

HTTP Proxy

150

optional proxy server to use including port (example: proxy.freshtech.com:8080)

Proxy Server User Name

optional user name if the proxy server requires authorization

Proxy Server Password

optional password if the proxy server requires authorization

List Order

152

choose where this monitor appears in the list of monitors on the Monitor Detail page

Error if

☒ 154

Warning if

☐ 156

Add

Monitor

Fig. 4c

Fig-6

174
↓

176

17B.

180.

182

184

172

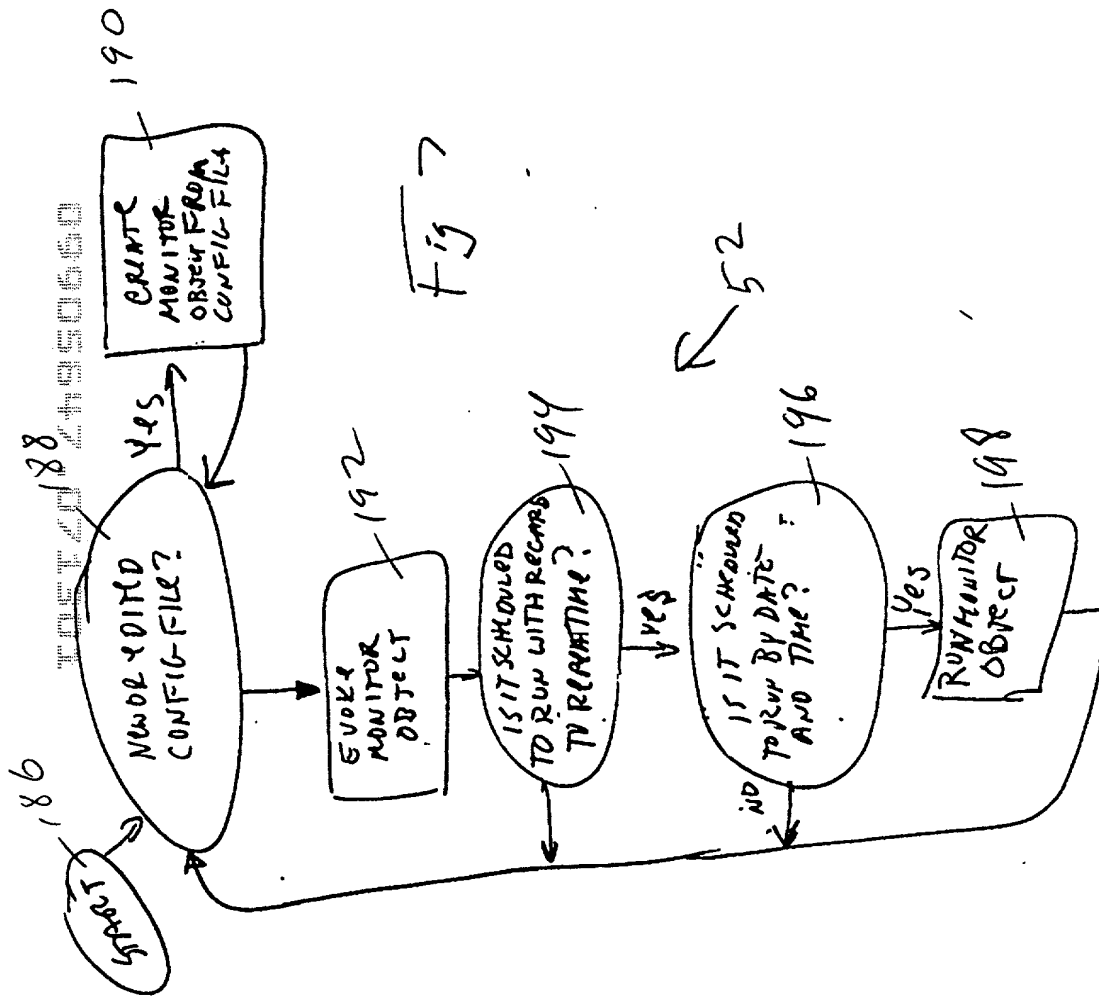
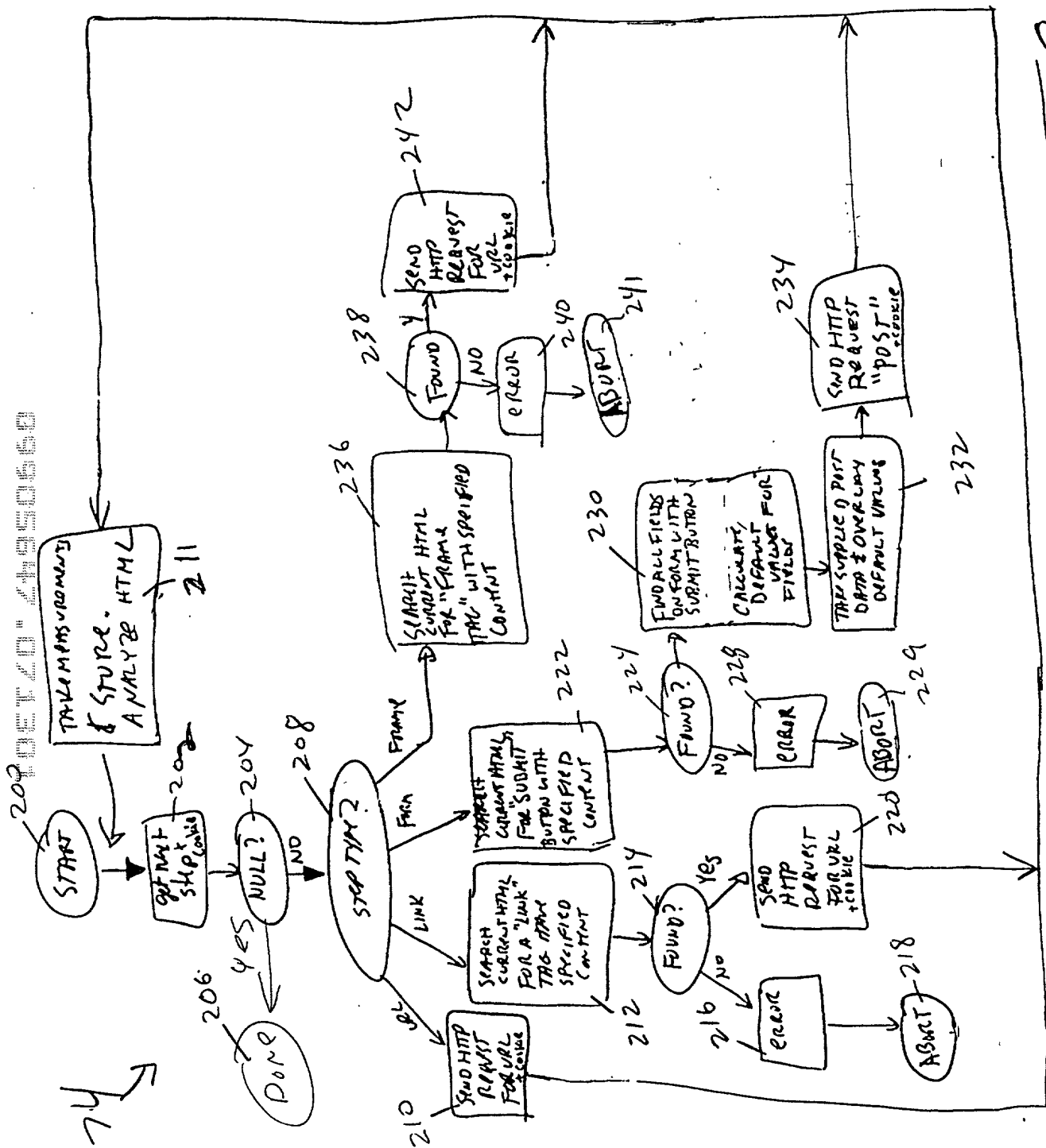


Fig 7

h.v



fig

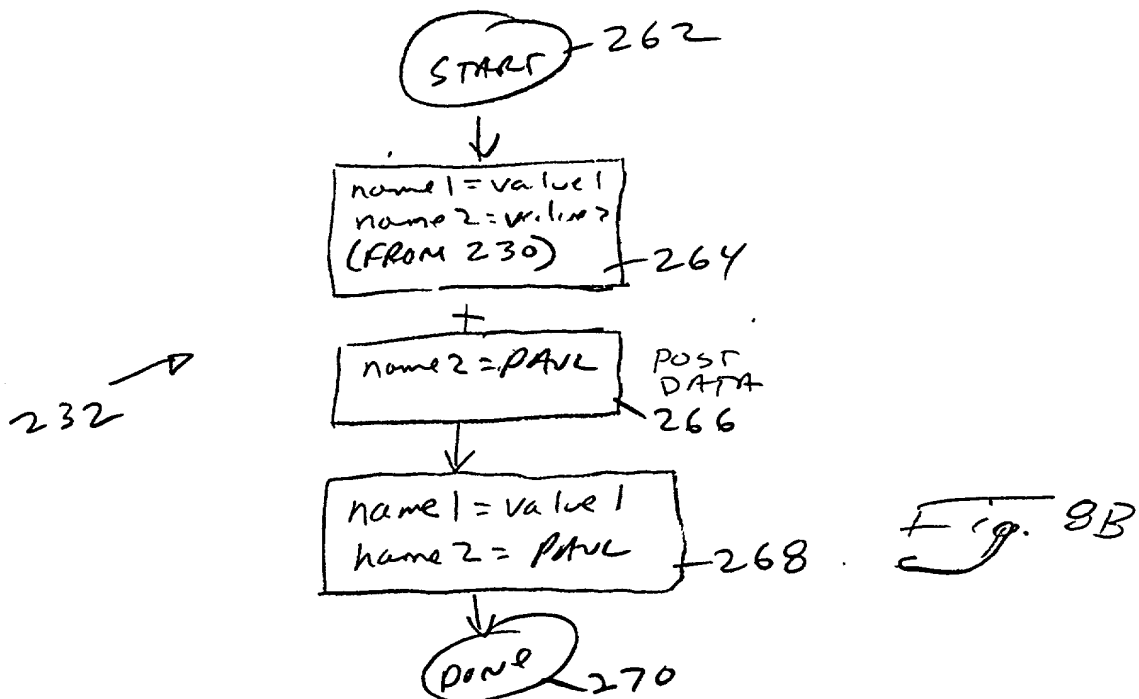
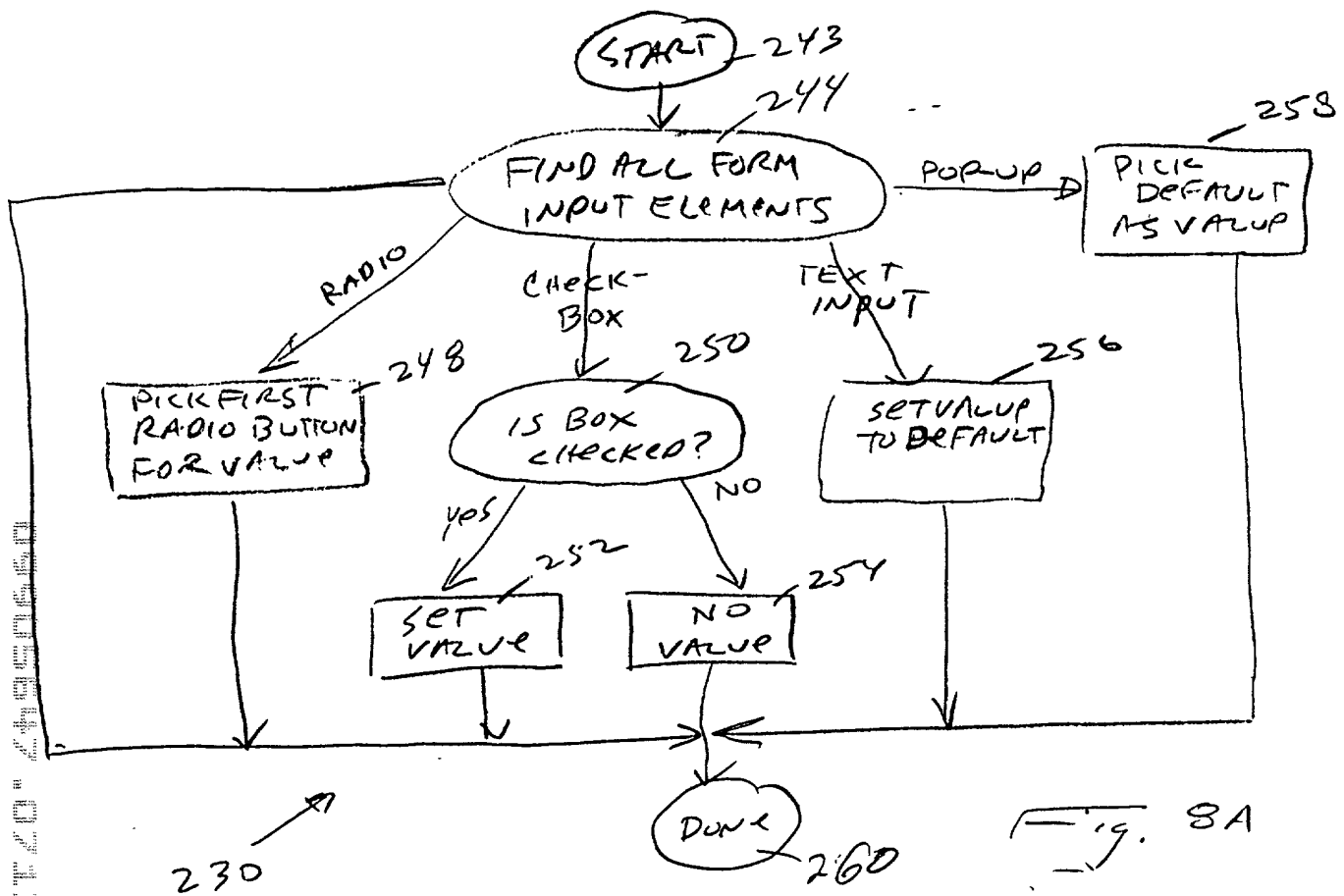
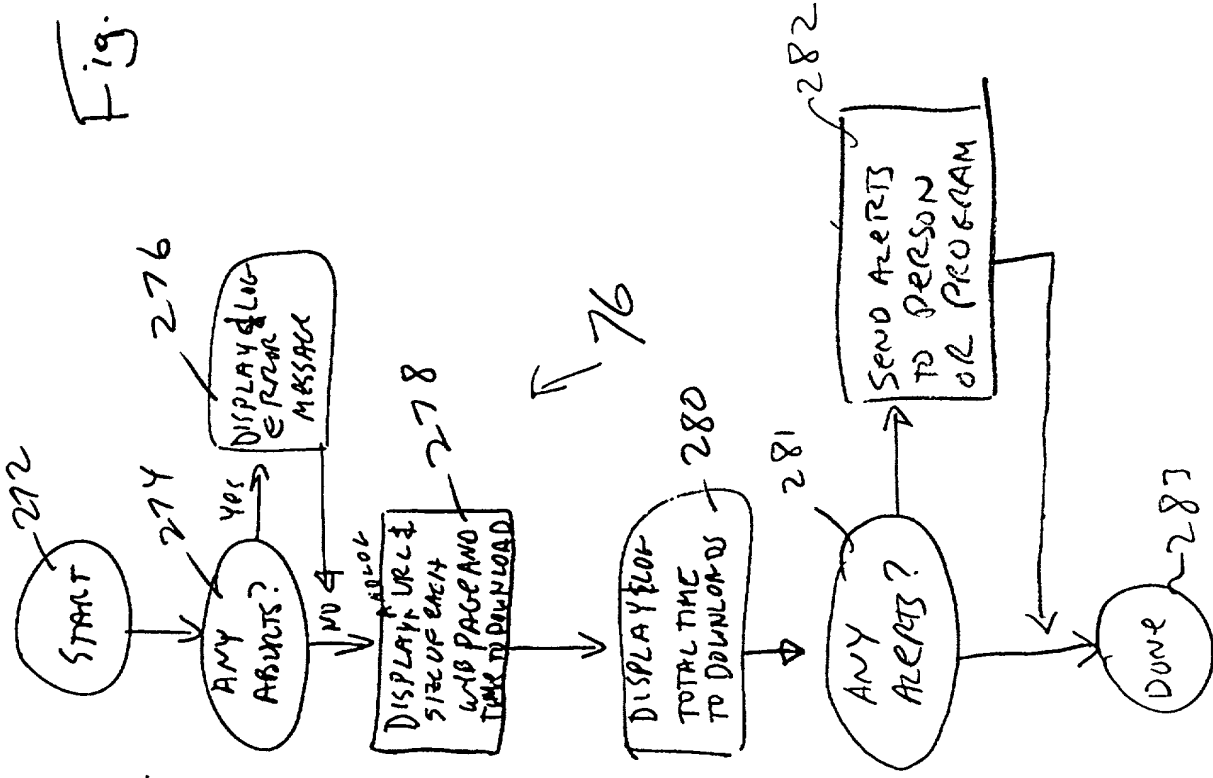
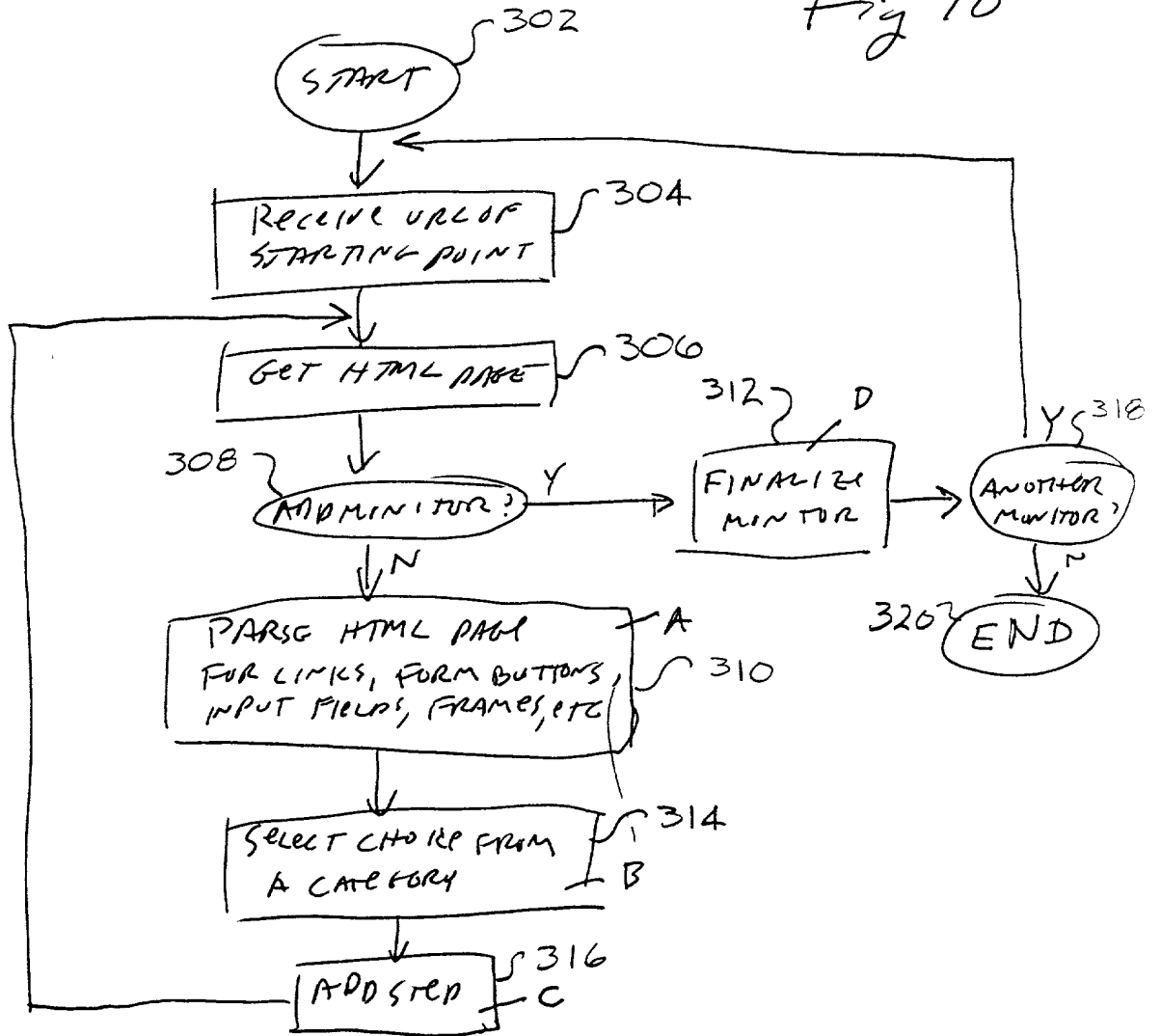


Fig. 9



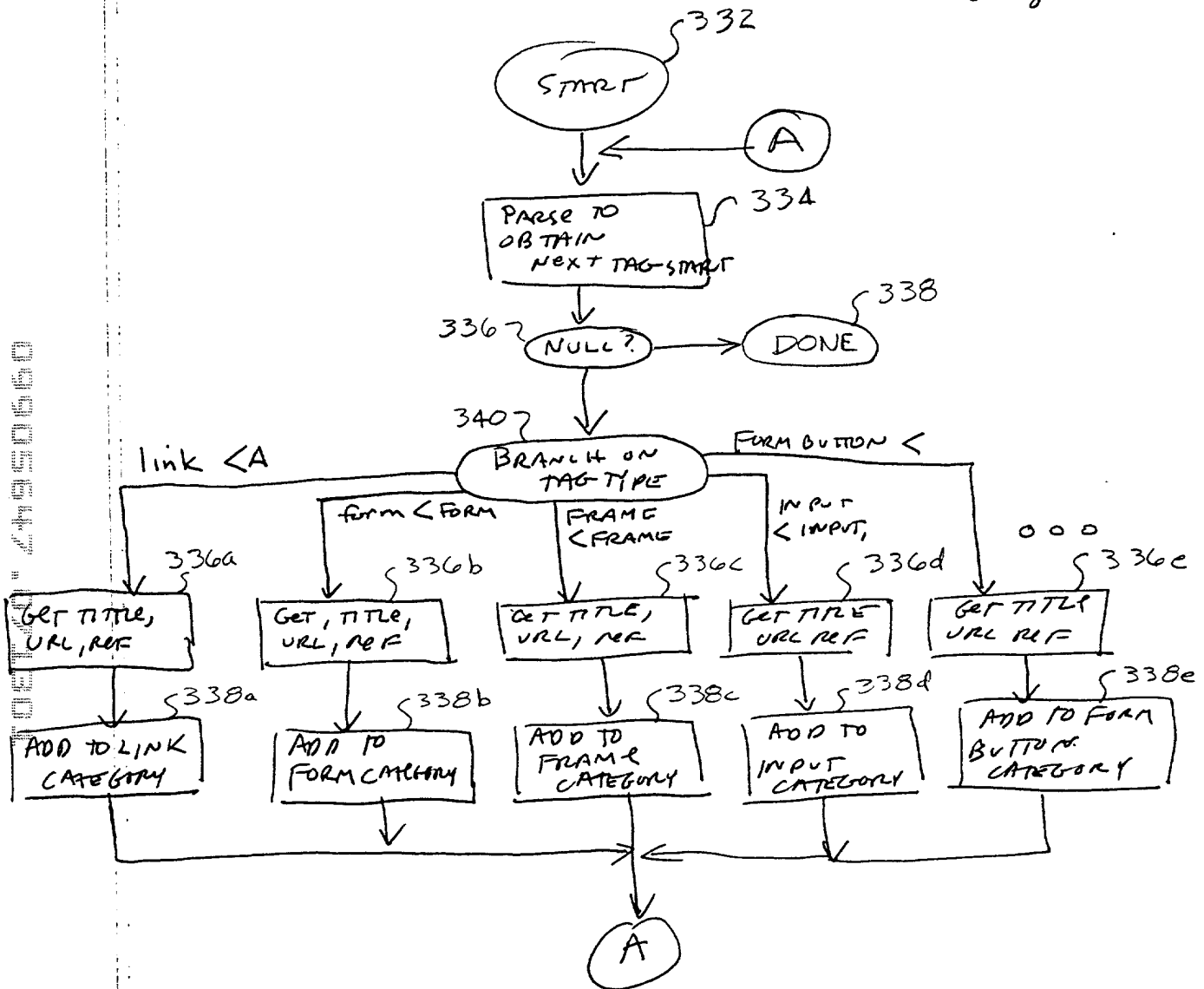
300 →

Fig 10



330

Fig 10A
Aon Fig 10





Add URL Transaction Monitor

Step 1 url `http://www.freshtech.com`
ok, 0.19 sec

Step 2 Select which option to use for the next step in the transaction

☒ PRODUCTS

This is a list of available links on this page

☐ `{/index-cgi/ice-form.pl}Search`

This is a list of available Submit buttons on this page, the format is {FormName}ButtonName

`{/index-cgi/ice-form.pl}KEYWORDS=`
`{/index-cgi/ice-form.pl}DAYS=`
`{/index-cgi/ice-form.pl}THESAURUS=`
`{/index-cgi/ice-form.pl}SUBSTRING=substring`

This is a list of available input items on this page, the format is {FormName}InputName

☐ `http://`

Example: `http://demo.freshtech.com`

Back 1 Step

Add Step

Add Monitor

Choose **Back** to go back to the previous step in the transaction

Choose **Add Step** to add this step and go on to the next step in the transaction

Choose **Add Monitor** when you have added all the steps for this URL Transaction monitor

Update Every minutes

Title

Advanced Settings

FIG 10B



Add URL Transaction Monitor

370

Step 1 url http://www.freshtech.com

Step 2 link PRODUCTS

ok, 0.80 sec

Step 3 Select which option to use for the next step in the transaction

☐ SiteScope™ 352

This is a list of available links on this page

☒ (/index-cgi/ice-form.pl)Search 354

This is a list of available Submit buttons on this page, the format is {FormName}ButtonName

{/index-cgi/ice-form.pl}KEYWORDS=John
{/index-cgi/ice-form.pl}DAYS=
{/index-cgi/ice-form.pl}THESAURUS=
{/index-cgi/ice-form.pl}SUBSTRING=substring

356

This is a list of available input items on this page, the format is {FormName}InputName

☐ http://

Example: http://demo.freshtech.com

358

Back 1 Step

Add Step 360

Add Monitor 362

Choose **Back** to go back to the previous step in the transaction

Choose **Add Step** to add this step and go on to the next step in the transaction

Choose **Add Monitor** when you have added all the steps for this URL Transaction monitor

Update Every 10 minutes

Title

Advanced Settings

Fig 10C



Add URL Transaction Monitor

Step 1 url <http://www.freshtech.com>

Step 2 link PRODUCTS

Step 3 form Search

KEYWORDS=John

ok, 1.18 sec

Step 4 Select which option to use for the next step in the transaction

☐ <|>The Freshwater Software Team</|>

This is a list of available links on this page

☒ <http://www.macromedia.com/index.html>

Example: <http://demo.freshtech.com>

358 →

Back 1 Step

Add Step

Add Monitor

Choose **Back** to go back to the previous step in the transaction

Choose **Add Step** to add this step and go on to the next step in the transaction

Choose **Add Monitor** when you have added all the steps for this URL Transaction monitor

Update Every minutes

Title

Advanced Settings

☐ Disable

temporarily disable monitor sampling and alerting

Fig 10d



Add URL Transaction Monitor

Step 1 url http://www.freshtech.com

Step 2 link PRODUCTS

Step 3 form Search

KEYWORDS=John

Step 4 url http://www.macromedia.com/index.html
ok, 1.54 sec

Step 5 Select which option to use for the next step in the transaction

☐ Microsoft Internet Explorer ← 352

This is a list of available links on this page

☒ contents ← 364

This is a list of available frames on this page

☐ http:// ← 357

Example: http://demo.freshtech.com

358 →

← 360

← 362

Choose **Back** to go back to the previous step in the transaction

Choose **Add Step** to add this step and go on to the next step in the transaction

Choose **Add Monitor** when you have added all the steps for this URL Transaction monitor

Update Every

Title

Advanced Settings

Fig 102



Add URL Transaction Monitor

400

Step 1 url http://www.freshtech.com

Step 2 link PRODUCTS

Step 3 form Search

KEYWORDS=John

Step 4 url http://www.macromedia.com/index.html

Step 5 frame contents

ok, 2.51 sec

Step 6 Select which option to use for the next step in the transaction

☐  352
This is a list of available links on this page

☐ http:// 357
Example: http://demo.freshtech.com

358 → 360 362

Choose **Back** to go back to the previous step in the transaction

Choose **Add Step** to add this step and go on to the next step in the transaction

Choose **Add Monitor** when you have added all the steps for this URL Transaction monitor

Update Every

Title

Fig 10F

Advanced Settings

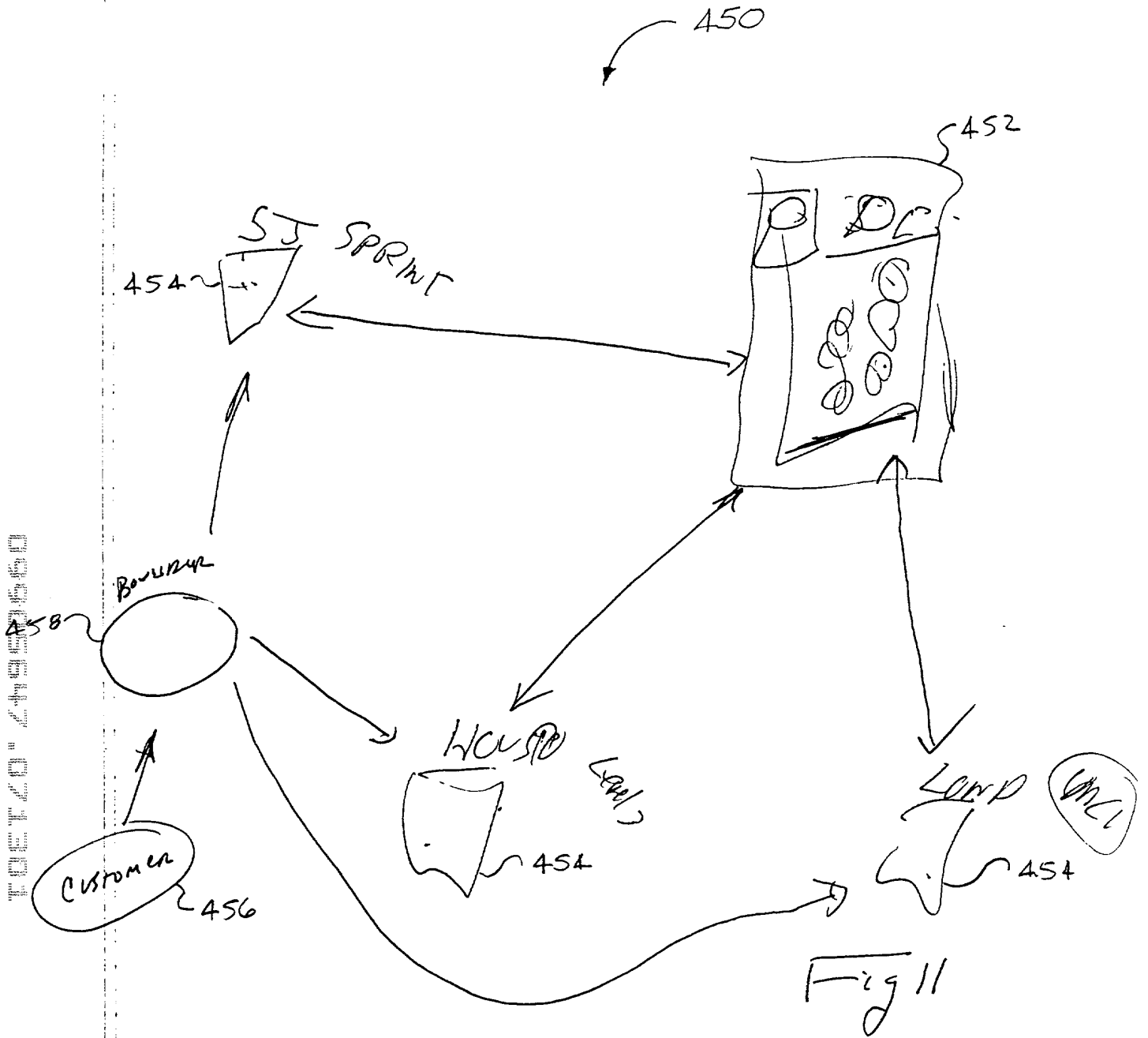


Monitors in the "URLs" Group

	Gauge	Status	Name	More	Edit	Refresh	Updated	Del
		2.08 sec, 5 steps, 35K total	URL Transaction: http://www.freshtech.com	Tools	Edit	Refresh	3:26 pm 11/2/99	X

Fig 109

00906403012496060



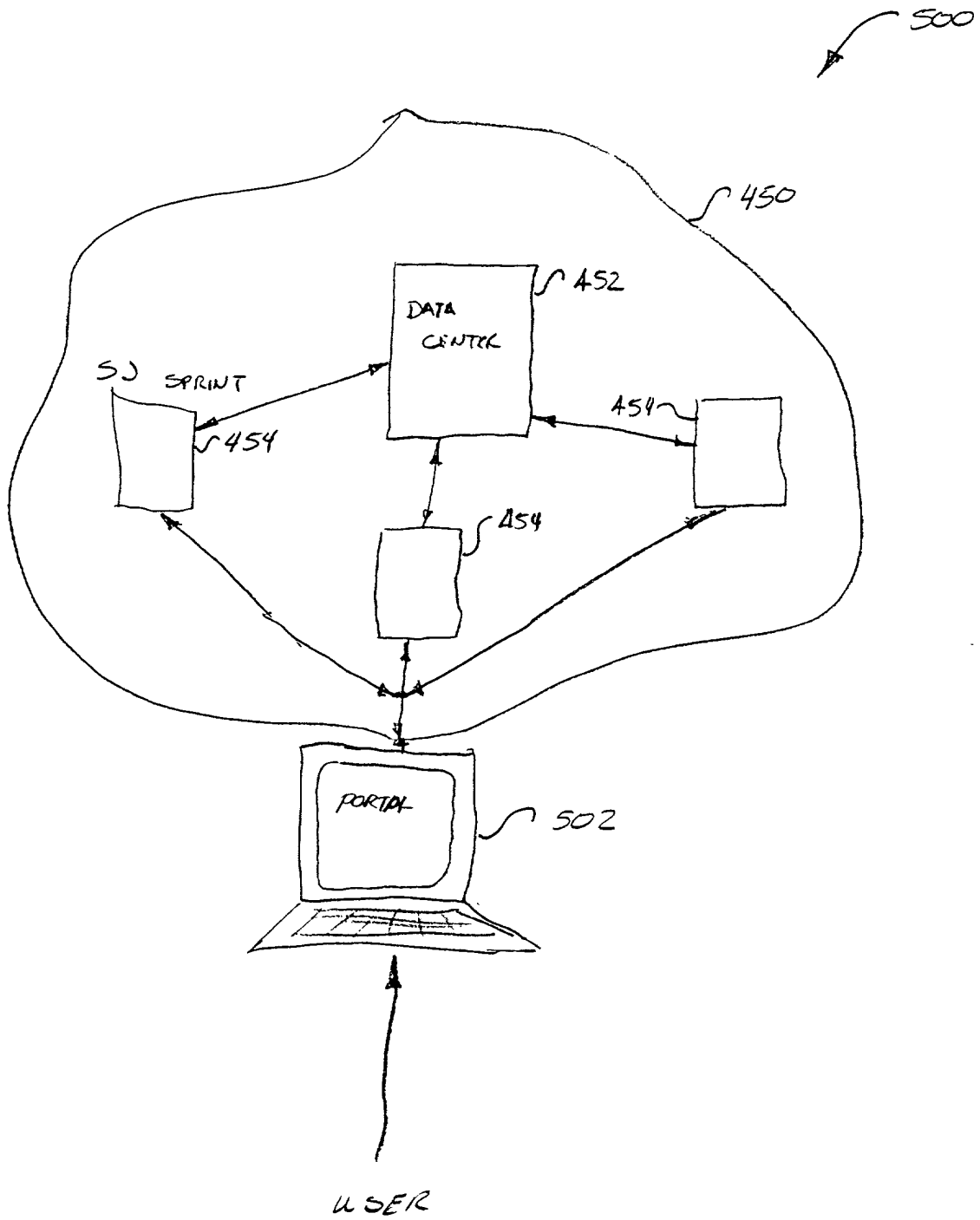
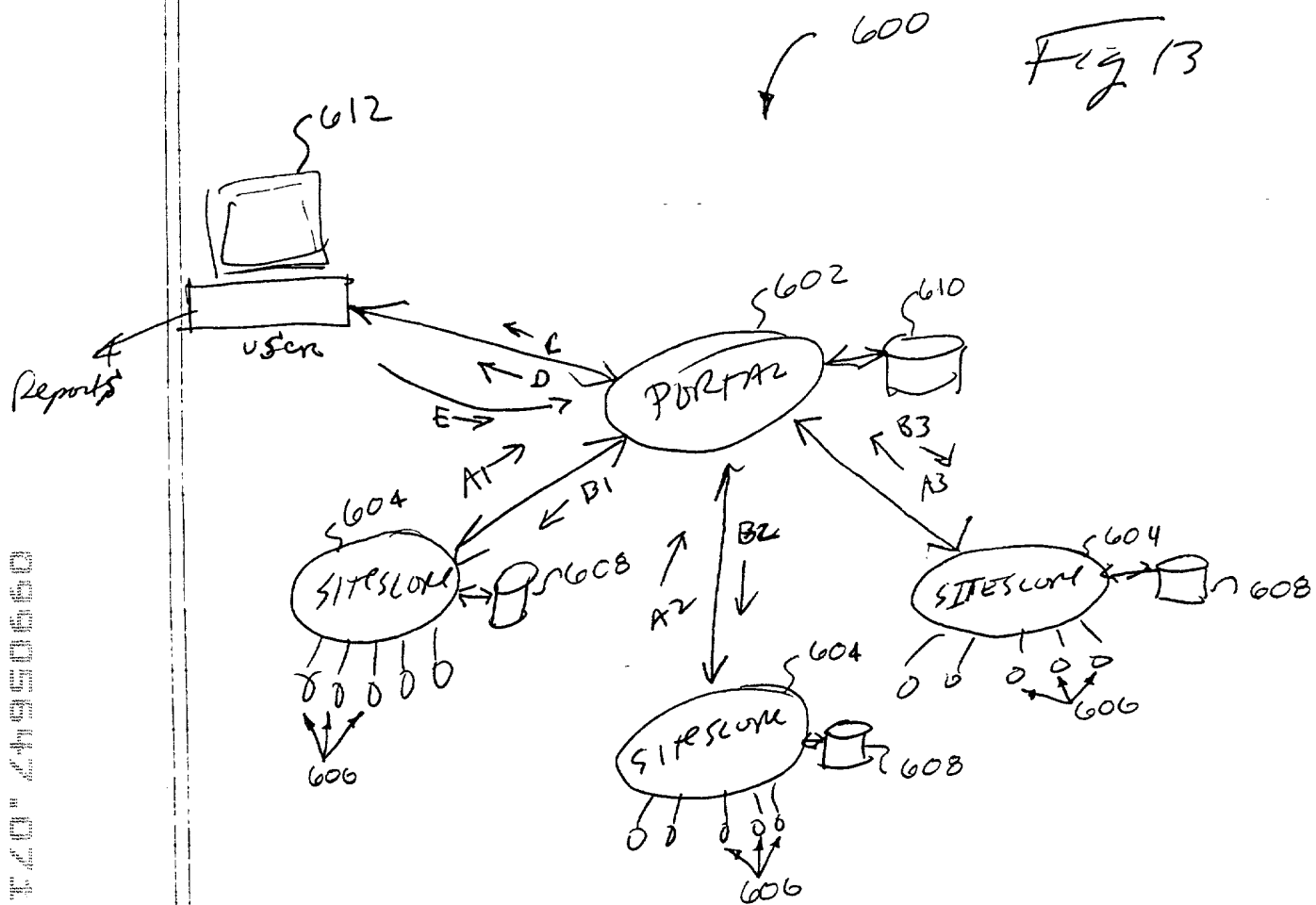


Fig 12



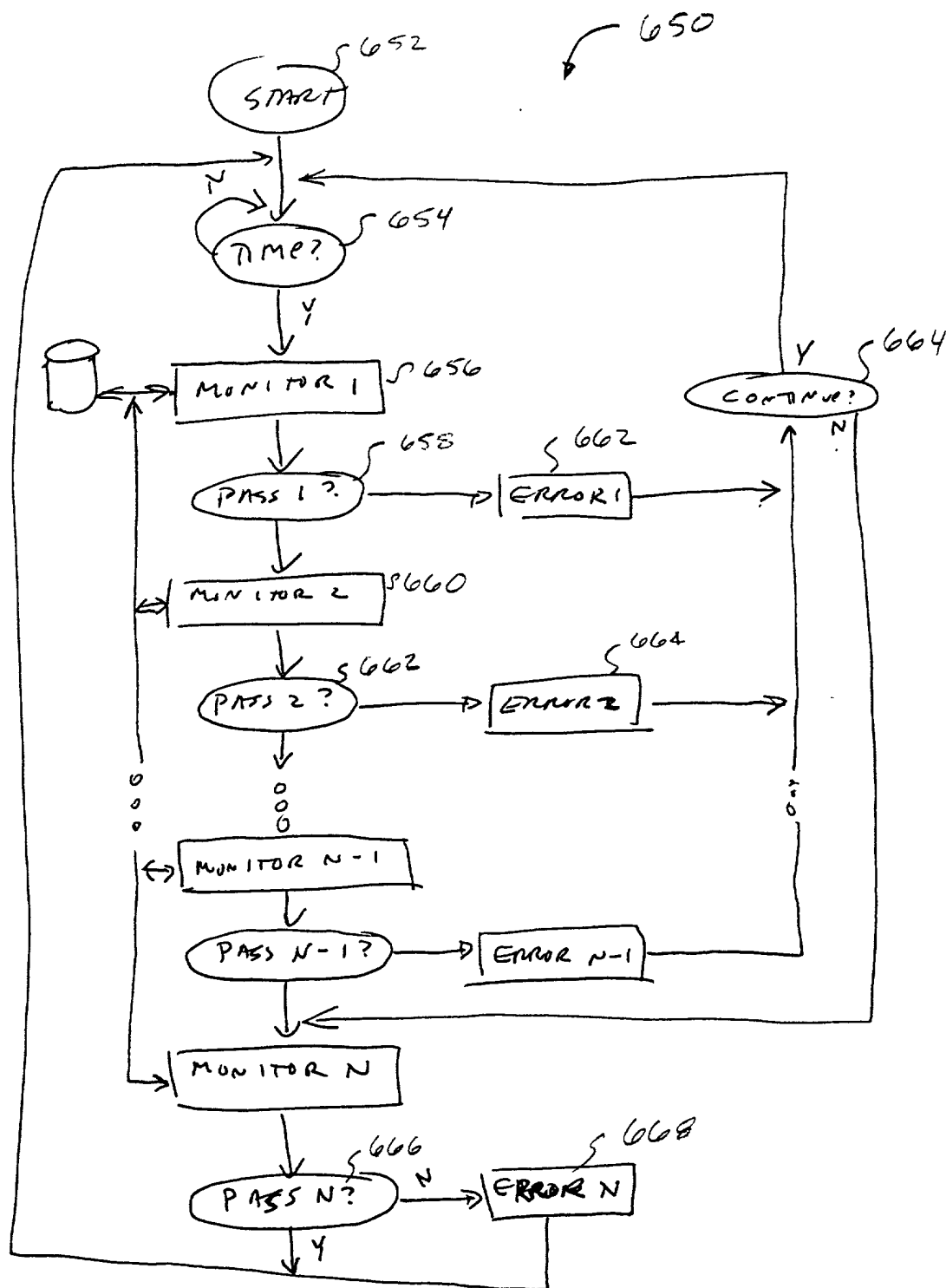


Fig 14

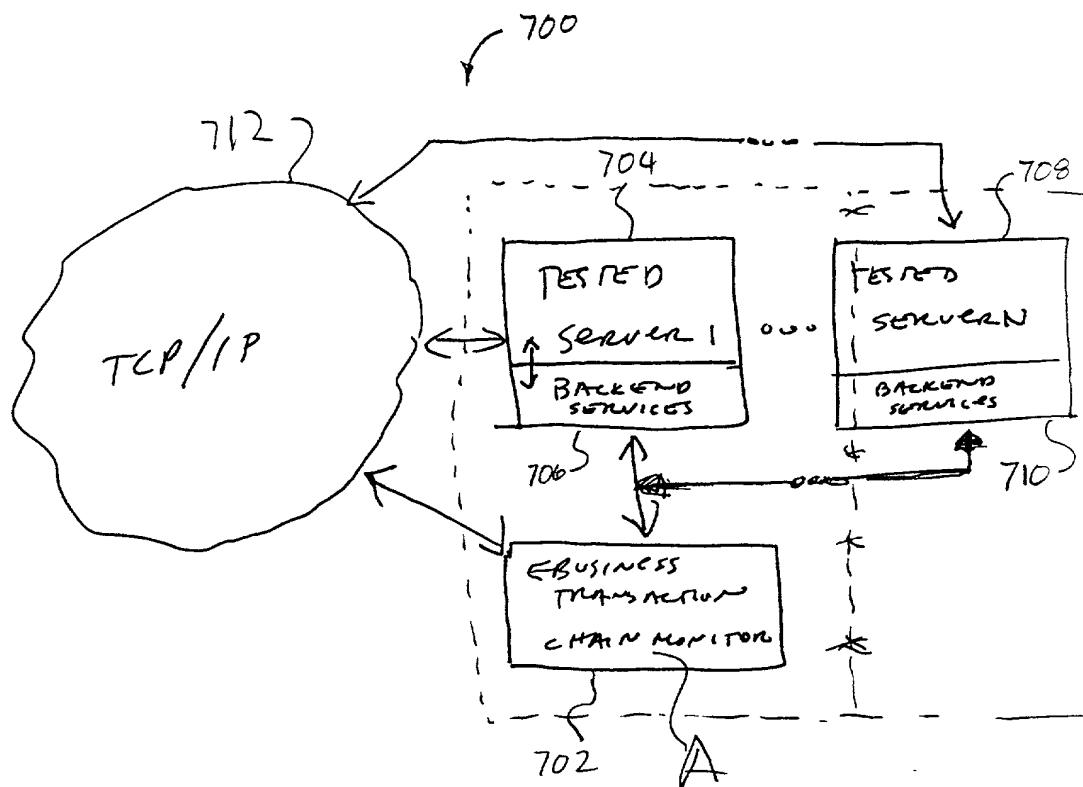


Fig 15

Add Composite Monitor

7527

(A) 754

Items

test
test: Transaction: Place order using ordering web site
test: Database: Confirm in orders database
test: Transaction: look for order in account web site
test: Script: check order in legacy system
test: Mail: Receive Confirmation Email
test: Transaction: check shipping detail on UPS web site

①

select one or more groups and/or monitors that will be checked

Update every 10 minutes 756
amount of time between checks of a monitor

Title
title that should appear in the Monitor table (optional)

Add Monitor

Advanced Options

☐ Disable
temporarily disable monitor sampling and alerting

☒ Run Monitors
Run each monitor before checking.

☐ Single Session
Run all monitors in a single session - if this box is checked then URL monitors use the same set of cookies and the same connection to the server.

Monitor 0
Delay If running each monitor, delay in seconds between monitors

☐ Check All Monitors in Group(s)
By default, a group is counted as a single item when checking status. If this box is checked, all of the monitors in selected groups (and their subgroups) are checked and counted towards the totals.

☐ Verify Error
if the monitor detects an error, immediately perform the check again to verify the error.

Fig 16A

Update every minutes

(on errors) the amount of time between checks whenever the status of the monitor is not ok, the Update value from above is used if this is left blank

every day, all day

Schedule schedule for the monitor to be enabled - for example, disable Sunday from 10:00 to 14:00, if blank monitor is always enabled

Edit Schedules

Monitor

Description additional description of monitor that appears on Monitor Detail page (optional)

Report

Description additional description of monitor that appears on Reports and in monitor popup info (optional)

List Order last

choose where this monitor appears in the list of monitors on the Monitor Detail page

Error if itemsInError > 0 (default) >

Warning if itemsInWarning > 0 (default) >

Good if always (default) >=

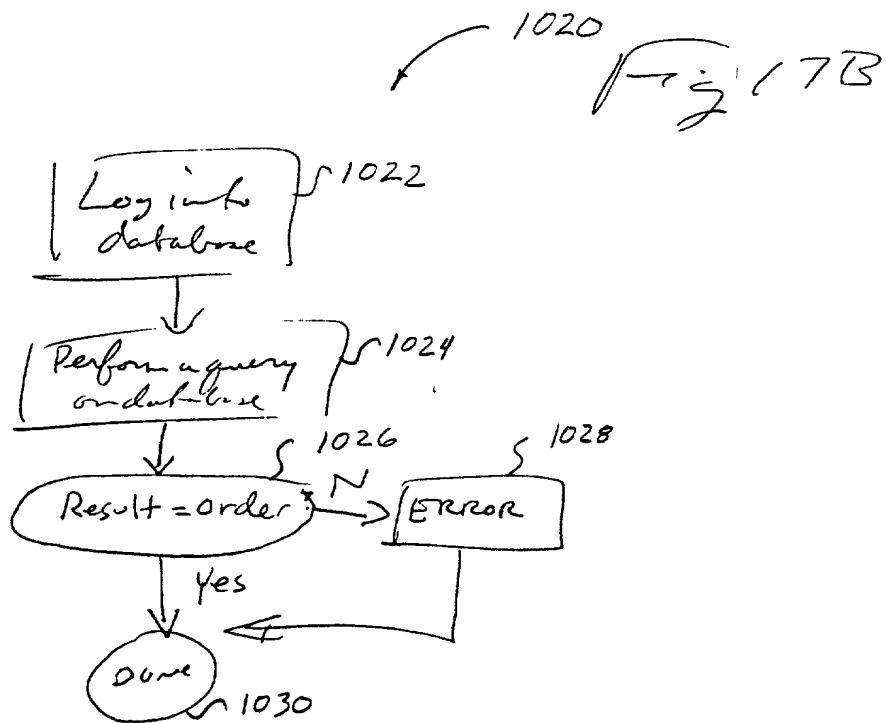
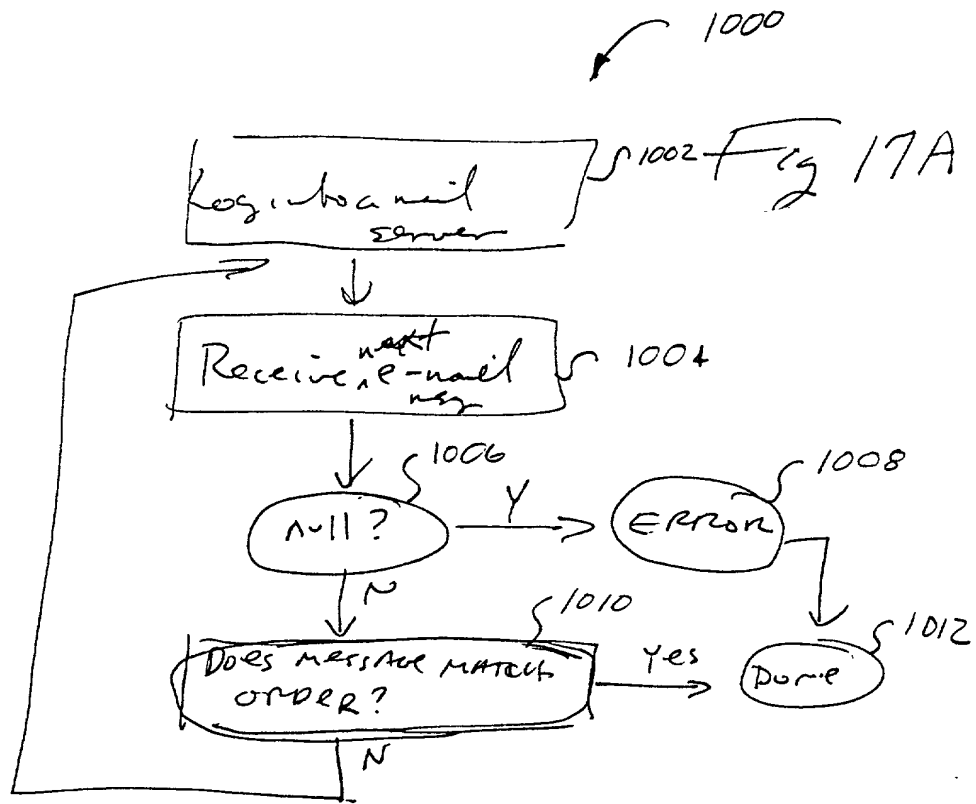
Monitor



SiteScope™

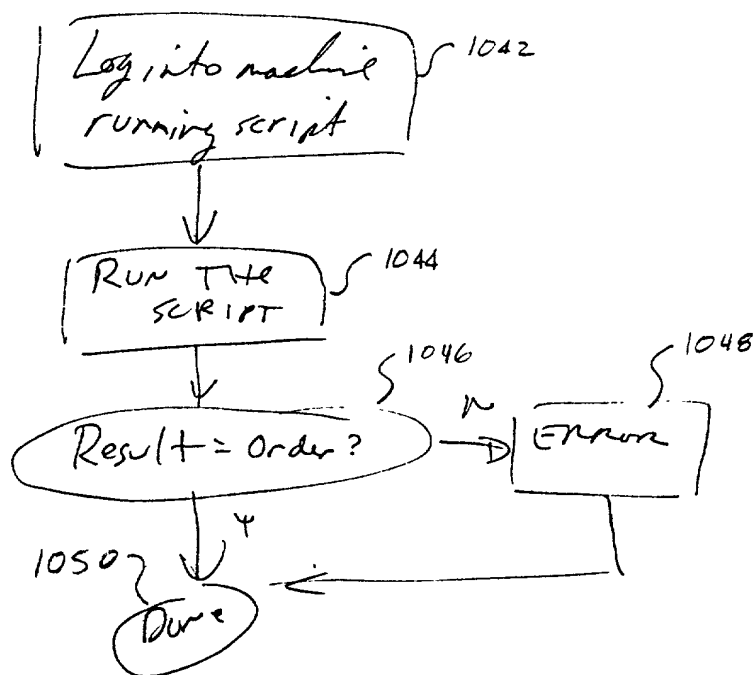
SiteScope 4.6 c1, © Copyright 1996-99 by Freshwater Software, Inc., Boulder, Colorado. All rights reserved.

Fig 16B



1040

Fig 17c



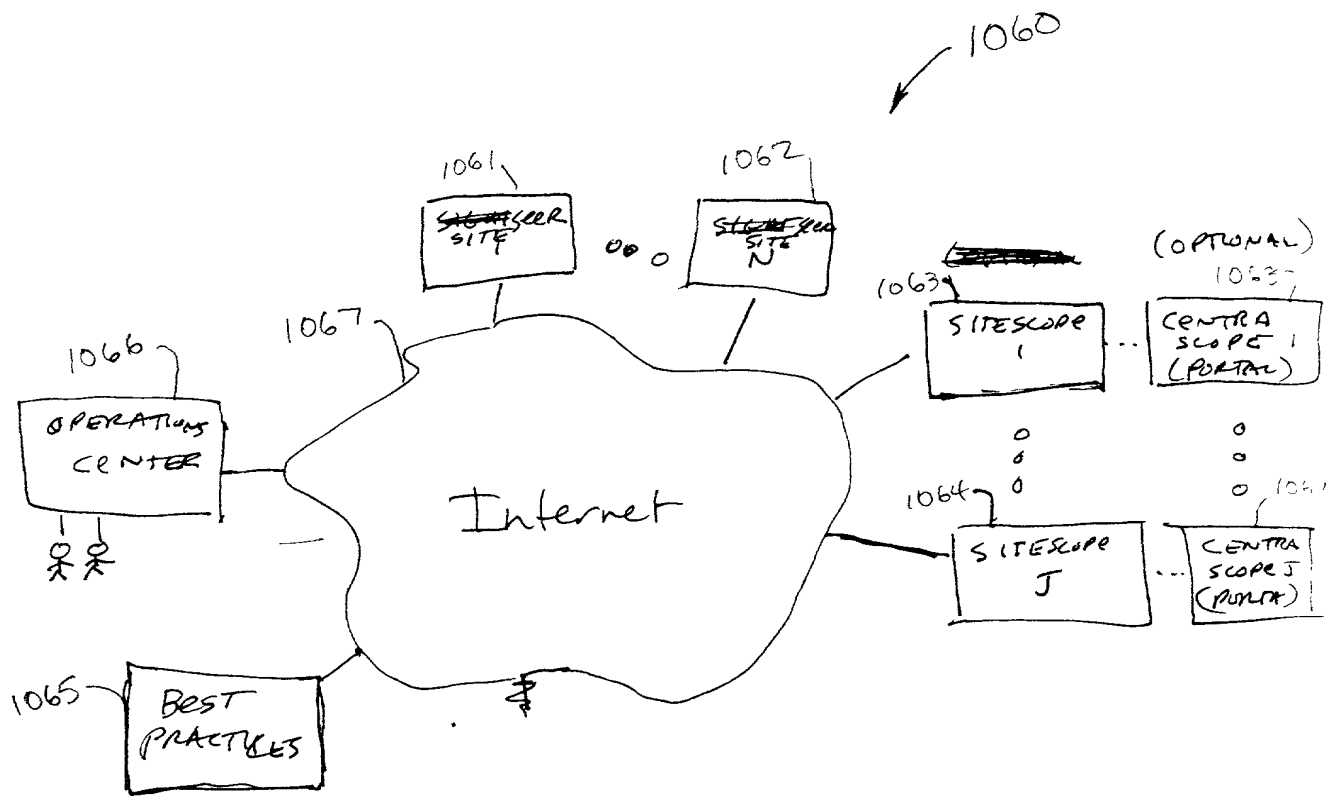


Fig. 18

BUSINESS METHODS

FROM P0506

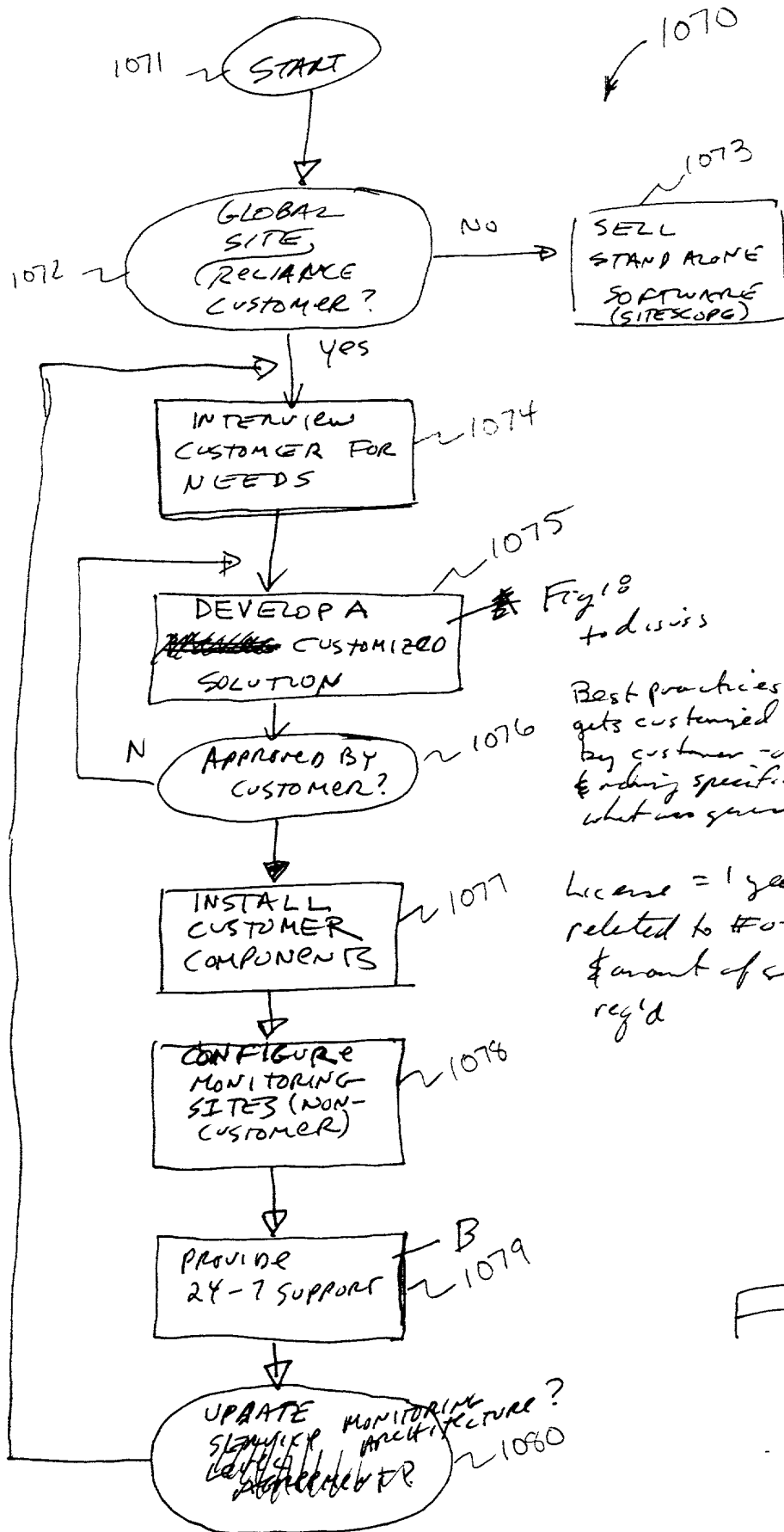


Fig 18
to discuss

Best practices
gets customized
by customer - deleting
& adding specific
what we want

License = 1 year subscr.
related to # of monitors
& amount of service
req'd

Fig. 19

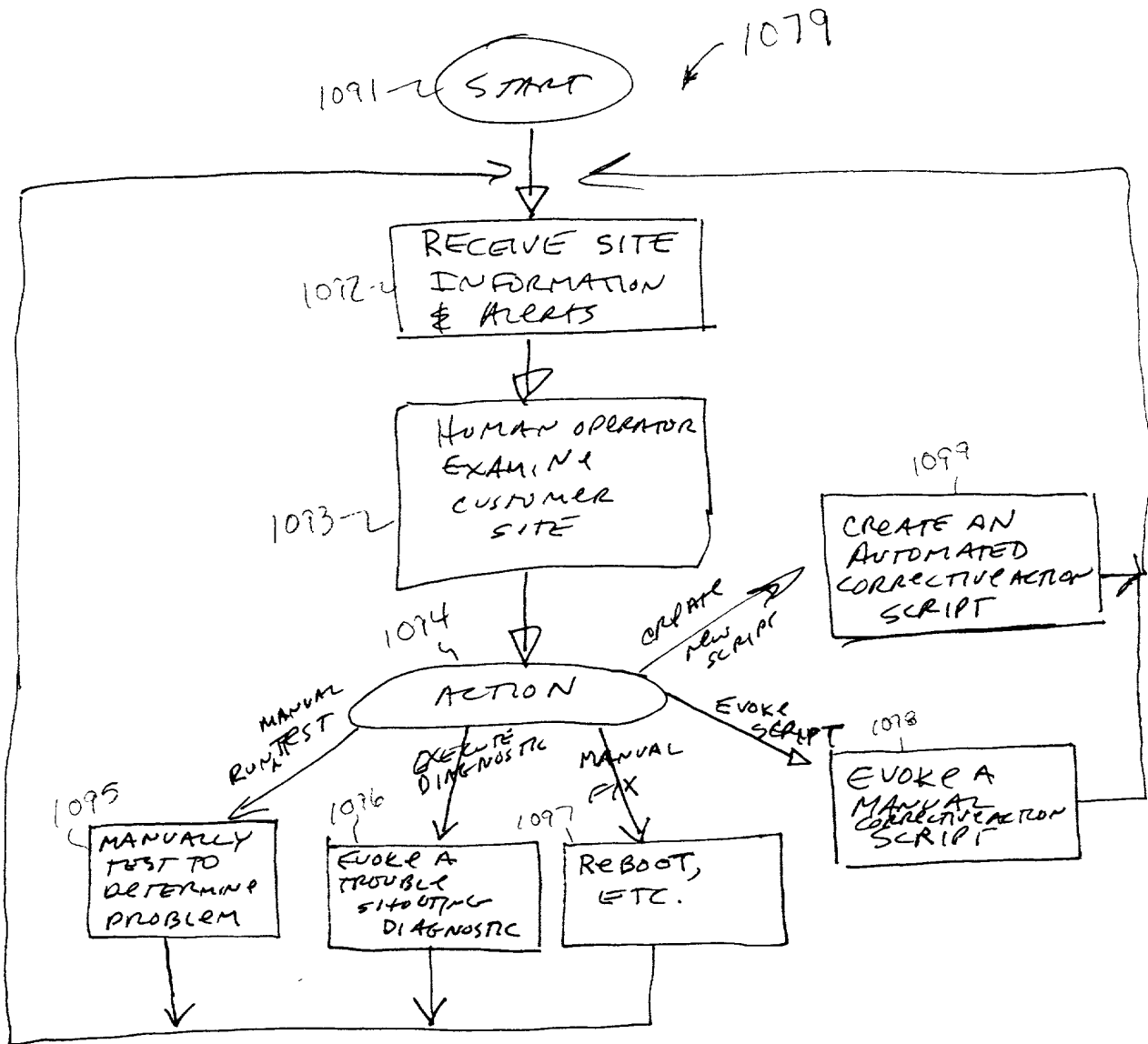


Fig. 20